

COMPLAINT
State of West Virginia
Public Service Commission
Charleston

TYPE OR PRINT CLEARLY USING BLACK INK

12:50 PM SEP 17 2018 EXEC SEC DIV

Case no. 18-1280-W-C (leave blank)

Complainant

(Mr./Mrs./Ms.) Karen Sue Matthews (your name)90 Front St.Richwood WV 26261

(YOUR FULL MAILING ADDRESS IF DIFFERENT FROM YOUR PHYSICAL ADDRESS)

Nicholas (your county), your email: Karensuematthews@comcast.net

vs.

City of Richwood, Water & Sewer
defendantThe petition of the above named Karen Sue Matthews (your name), complainant, respectfully shows:1. That the above-named City of Richwood, Water & Sewer (name of defendant),is a public utility engaged in the business of water & sewer (state the utility business of the defendant, i.e. gas, electric telephone, etc.)at 4 White Ave Richwood, WV 26261 (their address), in the State of West Virginia, and as such is subject to the provisions of Chapter 24 (or 24A) of the Code of West Virginia, 1931, as amended, and the provisions thereof applicable to said class of public utilities.

2. That the said defendant has violated the laws of the State of West Virginia, governing said public utility business, in the following particulars, to-wit:

(a) Here state concisely the matters complained of: water is unsafe forhuman consumption. The city charges excess
amounts for water service for water that isunsanitary for human consumption. The city was
awarded a 20% emergency rate hike, then later a(Continued on back)
(b) Here state the remedy you seek:see back page.

29% rate hike. The city did not remove the 20% emergency rate hike as required. The daily operations of this department is nothing shy of inept. This department needs to be disbanded and capable persons replacing the incompetency! I also had an issue concerning removal of my water meter - I asked for removal for winter months - they neglected to do this and my house has been flooded with a lot of damage. I have complained and begged for the insurance Co. Information and they refuse to give me the information!! I want a proper reinstatement of my homes condition prior to their negligence. also, the sewer hike that they are requesting is ludicrous! If the department was operated properly and within the laws, they would not necessitate a rate hike. The federal government provided Richmond City with funds to repair the existing system's piping. Why do water customers need to supply money already provided by the federal government?